

**MIAMI-DADE COUNTY
RYAN WHITE PROGRAM /
MINORITY AIDS INITIATIVE (MAI)
CLIENT-LEVEL OUTCOMES**

Performance under this Agreement will be partially measured against the client-level and process outcomes outlined in the Ryan White Program Performance Improvement Plan and incorporated herein by reference. Client-level and process outcomes are currently under development for [ENTER NAME THE SERVICE]. When the corresponding outcomes are completed, [ENTER FULL NAME OF AGENCY] will be responsible for collecting and reporting on the specified data elements used to measure performance based on the defined outcome(s).

OR...

Performance under this Agreement will be partially measured against the client-level outcomes listed below and as outlined in the Ryan White Program Performance Improvement Plan. In addition, [ENTER FULL NAME OF AGENCY] is responsible for collecting and reporting on the required data elements used to measure performance under the following contracted services: [ONLY INCLUDE THE FOLLOWING APPLICABLE SERVICES]:

MAI OUTPATIENT MEDICAL CARE			
Outcomes	Indicators	Data Elements	Data Sources
Slowing/preventing disease progression	Number and percentage of clients with improved or stable CD4 counts as measured over a specified time period	Lab results needed to calculate changes in CD4 counts for individual clients over a specified period of time	Upload of lab values from outpatient medical care providers to the Service Delivery Information System (SDIS) on a quarterly basis
Lower incidence of AIDS-defining opportunistic conditions	Change in frequency of percentage of clients with one or more AIDS-defining opportunistic conditions as measured over a specified time period	Number of cases of AIDS-defining opportunistic conditions among individual clients as measured over a specified period	SDIS data (primary data source) AIDS Surveillance Data (Back-up data source)

MAI PRESCRIPTION DRUGS			
Outcomes	Indicators	Data Elements	Data Sources
Slowing/preventing disease progression	Unduplicated number and percentage of clients with improved or stable CD4 counts as measured over a specified period of time	Number of clients receiving prescription drugs, as well as CD4 values, as measured over a specified period of time	SDIS data

MAI MEDICAL CASE MANAGEMENT			
Outcomes	Indicators	Data Elements	Data Sources
Increased number of case managed minority HIV+ clients are accessing primary medical care services	Increase in the number/percent of HIV+ clients served who access/enter primary medical care within the reporting period.	New clients have a medical visit within 2 weeks of initial case management intake	SDIS service across sites review Biannual report of follow-up with client/provider Record reviews
Increased number of case managed minority HIV+ clients are maintaining primary medical care services	Increase in the number/percent of minority HIV+ clients served who kept primary medical care appointments consistent with their treatment plan (at least one physician visit in past 6 months) as measured over a within the reporting period	Number of case management clients maintaining primary care as measured over a specified time period	SDIS service across sites review Biannual report of follow-up with client/provider

MAI MEDICAL CASE MANAGEMENT PROCESS MEASURES		
Process Measure	Data Elements	Data Sources/Methods
Complete bio-psychosocial assessment in record	Assessment in client's file	Record Review
Care plan and goals in record, signed and dated by client	Care plan and goals are signed and dated by client and are maintained in the client's file	Record Review
Unduplicated number of clients screened for and enrolled in or formally denied for benefit programs (Medicaid (all), Medicare, VA, Food Stamps, WIC, HUD Section 8, etc.), and other services in the community	Documentation of screening, enrollment, and/or denial in client's file	Record Review
Each case management client sees the case manager at least every six (6) months for a re-assessment and updated care plan	Progress notes in file	Record Review SDIS billing

MAI SUBSTANCE ABUSE COUNSELING – RESIDENTIAL TREATMENT			
Outcomes	Indicators	Data Elements	Data Sources
Decreased incidence of return to substance abuse treatment	Increase in the number/percent of clients completing residential treatment plans over a specified period of time	3 mos. and 6 mos. follow-up to determine client remains out of residential treatment and remains drug free	SDIS across sites service review SDIS data analysis
Increased number of minority HIV+ clients with chemical dependency are accessing primary medical care.	Increase in number/percent of clients in residential treatment who are accessing primary care services within 2 weeks of enrolling in treatment program as measured over a specified time period	At least one primary care visit within 2 weeks of enrolling in treatment program	SDIS services across sites review

MAI SUBSTANCE ABUSE COUNSELING – RESIDENTIAL TREATMENT			
Outcomes	Indicators	Data Elements	Data Sources
Increased number of minority HIV+ clients with chemical dependency are remaining in primary medical care.	Increase in the number and percent of HIV+ clients receiving substance abuse treatment who keep HIV/AIDS medical appointments consistent with their treatment plan.	Number of residential substance abuse clients maintaining primary care as measured over a specified time period	SDIS data/referrals

MAI OUTREACH SERVICES			
Outcomes	Indicators	Data Elements	Data Sources
Improved access to HIV/AIDS primary medical care services, medical case management, and/or substance abuse treatment	1. Number/percent of new clients [individuals who have never been enrolled in the Ryan White/MAI system of care who were connected for the first time to a core service (See the FY 2007-08 Ryan White Program Service Delivery Policies for a definition of core services.)	Of unduplicated client contacts, number and percentage of those contacts who are successfully connected to a core service per month	SDIS data
	2. Number/percent of clients lost to follow-up (those who had not received primary care in the past 6 months) who were reconnected to a core service	Of unduplicated client contacts, number and percentage who are successfully reconnected to a core service per month	SDIS data